



Department: Mesa Counts on College

Supervisor: Mesa Counts on College Director

Summary: The AmeriCorps Volunteer will be assigned to the Mesa Counts on College Education Center.

Primary job duties include:

- Staffing the front desk and serving as the main point of contact to the customers
- Answering incoming calls and assisting customers with their inquiries
- Checking people in and ensuring all customers are entered into the tracking system
- Setting up appointments with customers for College Advisors and/or the Director
- Reserving offices and classroom space for clients and community based organizations
- Checking out and checking in of technical equipment
- Keeping resources stocked and available to customers
- General office supply inventory, ordering, and maintenance
- General clerical duties

This description of duties encompasses the integral components of this position, but is not limited to the above-mentioned duties. There may be additions or deletions for this position at the discretion of the City of Mesa.

Required Availability:

- Hours still to be determined (Saturday hours will be necessary)

Length of Commitment:

- Commit to this internship for a period of 1 year. Must complete 950 hours of service by end of August 2015

Qualifications

- Requires any combination of training, education, and experience equivalent to graduation from high school or GED.
- Must enjoy customer service and interacting with the public with a pleasant helpful attitude
- Background in post-secondary education is preferred
- Must be 18 years or older.
- Must submit a copy of a valid Arizona Driver's License and valid motor vehicle insurance.
- Must consent to and pass a background check (fingerprinting and DMV record).
- Must provide 3 references (2 must not be related to you)

Other Skills/Abilities:

- Bilingual (English/Spanish) skills and experience with computer applications highly desirable
- Superior verbal and written communication, computer skills, excellent people skills, creative, self-motivated.
- Excellent organizational and planning skills
- Ensures delivery of excellent customer service.
- Dependable and reliable
- Ability to work evening and weekend hours
- Experience in the field of education

Service Location:

Mesa Community Action Network (A New Leaf)
635 E Broadway
Mesa, Arizona 85204

City of Mesa and Mesa United Way are equal Employment opportunity employers and seek to employ and assign the best qualified personnel for all their positions in a manner that does not unlawfully discriminate against status or characteristic protected by law.